



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts August 2016

Please consider other prizes besides tickets to sporting events for Café contests. If you can get gift certificates, that's always great: Target, Amazon, any restaurant or grocery store, tickets to Butterfly Wonderland or the new Aquarium, Round House coupons are great! Tickets to Desert Botanical Garden, Boyce Thompson Arboretum, or the Zoo. Free massage! Free pass to try out a local gym. Ticket to Heard museum or Pueblo Grande museum. Kitt Peak observatory or Lowell observatory. Movie passes or any theater tickets! Thanks for the suggested prizes! We do our best to offer a variety and will try to incorporate some of your ideas. Stay tuned for further developments!

My order for one dozen tortillas was lost. So you offered me a free dozen. When I placed that order and came to pick them up, none of the cashiers seemed to know about them being free. It seems I'm just not supposed to have tortillas! Indeed, we really goofed up not once, but twice....losing your first order, and then overlooking the fact that the "replacement" order was supposed to be free. We offered you a \$25 Café Gift Card to make up for all the misunderstandings and inconvenience. Again, our apologies.

Last month we got free ice cream. This month free watermelon slices. The Café sure knows how to keep SRPMIC employees and guests happy and coming back. Thanks for all that you do. July is National Watermelon Month – and since we replaced the watermelon eating contest with the puzzles, we thought we'd still do free watermelon. Glad you enjoyed – we are happy to serve.

Where can I find a list of Café prices? The current [café price list can be found at this link](#), but stay tuned....it is past due to be updated. Watch for an updated price list in August.

Desserts have been pretty lame lately – one type of cake for the day, and that's it. What happened to the Jell-O cakes, and strawberry shortcake, and double chocolate fudge and lemon bars – and how about a variety of desserts – and not just "one and done"? Haven't seen cheesecake and/or pie in forever. Thought with BBQ, maybe we'd have shortcake or pie at the dessert station. Thanks for the gentle reminder that we can do better! Keep an eye out for a much improved variety – and thanks again for the push. ☺

I know how hot dogs are made and the process is quite scary. Anyway, I prefer Hebrew National and Nathan's. Please, do not get upset with me, but I am curious: what kind of brand is the Café serving for \$1 Hot Dog Day? Thanks for asking. The \$1 Dogs were "all meat" Armour Eckrich brand dogs, with the snappy casing crunch.

Is there any way to get Café nutritional information? Thanks for asking! Most of the items have the information on our café website, www.aramarkcafe.com/srpmic. If there is anything specific you would like info on that you can't find, let us know and we'll get it for you. Thanks again, and hope this info helps.

I used my \$7.00 Birthday meal coupon on Friday and had two BBQ ribs, Jalapeño corn muffin, and a corn on cob. It was a delicious gift from the Round House cooks! Everything was perfect! Thank you! Still one of the most FAQ received, "Are you still giving away the free birthday meals?" and the answer is "YES WE ARE!" Glad to provide free birthday meals to all – and glad you enjoyed yours.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions) – Quarterly Focus Group Edition

- Kudos to Nick for his customer service. He always greets me with a smile and demonstrates initiative
- Grill lines are sometimes too long, especially for breakfast
- My taste buds are on OVERLOAD. That turkey Chili was the Bomb!
- Where do you get your strawberries from? They are delicious (*Fresh Point Produce, a division of Sysco*)
- Vanilla pudding tasted terrible. I had to throw it out (*we offered you a future replacement*)
- Thanks Ernesto for checking to see if there was any Chocolate pudding. Our sweet tooths were very happy.
- Please keep sugar-free Rock Star stocked...sometimes out... (*we brought you one to your desk*)
- Loved the Iceberg Wedge Lettuce Station
- The Chipotle Vinaigrette on the Made to Order Southwest Salad was very, very good
- You were out of Half and Half at the coffee station (*went to the store and got more; thanks for letting us know*)
- Please have this type of BBQ spread more often. Exceptional all the way around (*many such BBQ comments!*)
- FINALLY – cheesy grits as a side dish for lunch – AND THEY WERE AWESOME!
- You could serve that corn on the cob just about every day...very, very yummy. (*several such comments*)
- BBQ: Beef was moist/tender; pulled pork perfect; too many great sides to choose from – maybe cooked greens?
- You can serve those St. Louis Ribs any time – meaty, moist, tender, delicious....yummmm
- Café makes the best clam chowder, but you never make enough. If I don't get down at 11, it's gone by 12:30. ☺
- My pancakes were undercooked today, inedible (*we gave you a replacement coupon*)
- Liked the grab and go box lunches – could we have them every day? (*Just trying them out for now. Stay tuned!*)

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 8.3, August 2016)

